

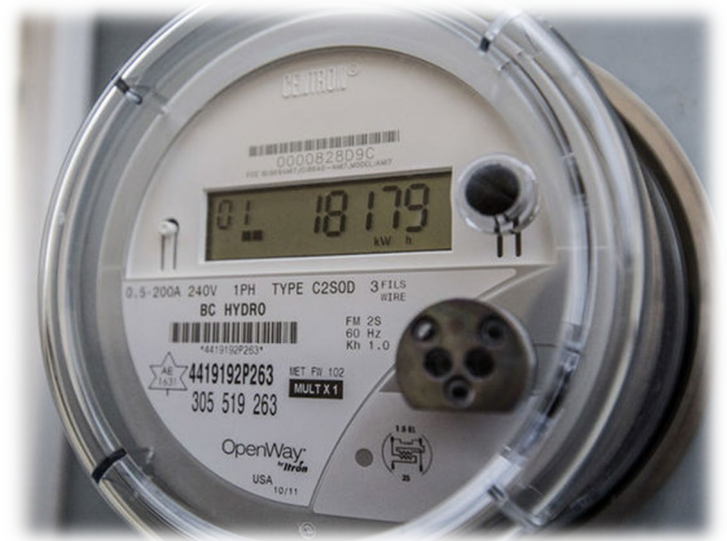
Remote Connect & Disconnect

Utility Modernization

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Remote connect & disconnect is the ability to turn electric meters on or off remotely



Remote Connect Examples

Move-in



Reinstatement on
payment



Remote Disconnect Examples

Move-out

Non-payment

Emergency load control



Customer benefits

- Faster reconnection services
- Enables enhanced prepay capability
- Improved move-in and move-out customer experience
- Offer self-service to customers moving to Tacoma



Utility benefits

- Increased efficiency
- Truck rolls reduction
- Reduction in manual work
- Decrease in field operations liabilities (disconnect for non-pay)



Today, staff must physically connect/disconnect meters

- Customer move
- Electrical service upgrade needed
- Electrical repair work
- Long lead time



Remote connect & disconnect enables TPU's objectives

Equitable customer service



Choice & convenience for all customers

Economic development



Simplifies the activation of new service

Environmental stewardship



Reduces truck rolls

Reliability & resiliency



Provides emergency load control

Demonstration